

CITY OF EAU CLAIRE

Job Description

DEPARTMENT: Police

TITLE: Telecommunicator

DIVISION: Communications Center

REPORTS TO: Supervisor

DATE: August, 2000

GENERAL FUNCTION

Under general supervision, receives calls for police, sheriff, fire, and emergency medical services, transmitting information and dispatching personnel and equipment through the use of telephone, teletype, computer, and radio communications equipment.

DIMENSIONS

Staff: None

Budget: Indeterminate

POSITION SCOPE

The Eau Claire Emergency Communications Center provides user services to all Fire, EMS and Law Enforcement agencies operating within the County of Eau Claire. The majority of all public safety requests for service originate with the Center.

The incumbent must possess a thorough knowledge of police, fire, and medical operations and procedures as well as a working knowledge of Federal, State, and local laws and ordinances. This background is essential in order for the incumbent to be capable of perceiving the status of activities in the field and to make the most effective disposition of personnel and equipment.

Disposition of calls are made in accordance with established regulations and procedures, however, incumbent must exercise initiative and sound judgement. Incumbent must have knowledge of the geographic layout of the City and County of Eau Claire as it pertains to dispatching personnel to calls for service. Incumbent has substantial contact with the public and user agencies via telephone, radio and in person.

ESSENTIAL DUTIES/FUNCTIONS

Using a computer aided dispatch system, receive emergency calls for service from the public requesting police, fire, emergency medical or other service; determine nature and location of emergency, determine priorities, and dispatch necessary emergency units in accordance with established procedures. Transmit and receive messages to and from user agencies via public safety radios, 9-1-1 emergency telephone lines, data terminals and other communications equipment.

Maintain contact with all units on assignment; maintain status and location of police and fire units; answer non-emergency calls for assistance; inquire, enter, update, interpret, verify, receive and disseminate information from national, state, and local law enforcement computer

networks as requested by user agencies; monitor several complex public safety radio frequencies, effectively operate the public safety communications system, video display monitors, radio dispatch consoles, and other associated equipment.

Monitor the NAWAS direct telephone link to the National Weather Service. In the event of notification of severe weather approaching the Eau Claire area, activate the Severe Weather Warning System. This includes activation of the outdoor severe weather warning sirens, notification of the public via cable television cut in, and activating the weather warning tone and broadcast of information over appropriate radio frequencies. Utilizing the NAWAS telephone link, relay actual storm data to the National Weather Service as it becomes available.

Answer all telephone calls and radio transmissions directed to the Communications Center as promptly as possible; obtaining as much information and relaying same to appropriate field units. Display a concerned, considerate demeanor, reassuring callers as necessary; effectively communicate and elicit information from citizens.

Establish and maintain effective working relationships with co-workers, supervisors, user agency personnel and the public. Be courteous, attentive, and helpful in all contacts with the public and user agencies.

Under general supervision, using all available information, assist in coordination of multiple events and emergency responses; accomplish tasks in a controlled and competent manner while working under stress. Provide operational support and assistance to co-workers as needed.

Know and understand the portions of the Manual of Policy, Regulations and Procedures which apply to this position. Adhere to policy and procedure in carrying out duties where applicable. Actively support the policies, procedures, programs, objectives and philosophies of the department.

SUPERVISION/DIRECTION RECEIVED

Communications Center Supervisor

SUPERVISION/DIRECTION EXERCISED

None